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MyChildAtSchool (MCAS)

Parent Guide

Version 1 July 2024

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Introduction

This guide looks at accessing **MyChildAtSchool (MCAS)** for a parent with an **existing MCAS Account** in the following two ways;

- The desktop web view
- The app view in the new User Interface (UI) of **MCAS**

> The example screenshots in this guide are for illustration purposes only and may differ from your view of the desktop or app. **Your school configures how your MCAS Dashboard looks**. For the app screenshots where the android view is different to the iOS Apple view, we have shown both examples.

For more guidance on **MCAS** for parents please click here

Email Addresses and Passwords

The **MCAS Login** process enables parents to log into the **MCAS** online parent portal using an **Email Address.**

- In the example parents have **MCAS** accounts across multiple schools then they will be able to view those **Students MCAS** accounts **in one place** .
- Parents will need to use the **Email Address** registered with their **MCAS** account and current **Password** (Recovery Email Addresses have been linked to the Password and will also work).
- **I**f parents have multiple **Email Addresses** registered to their **MCAS** accounts - all **Email Addresses** (including the Recovery Email Address if they have one) will allow them to **Login**

Forgotten Login Details

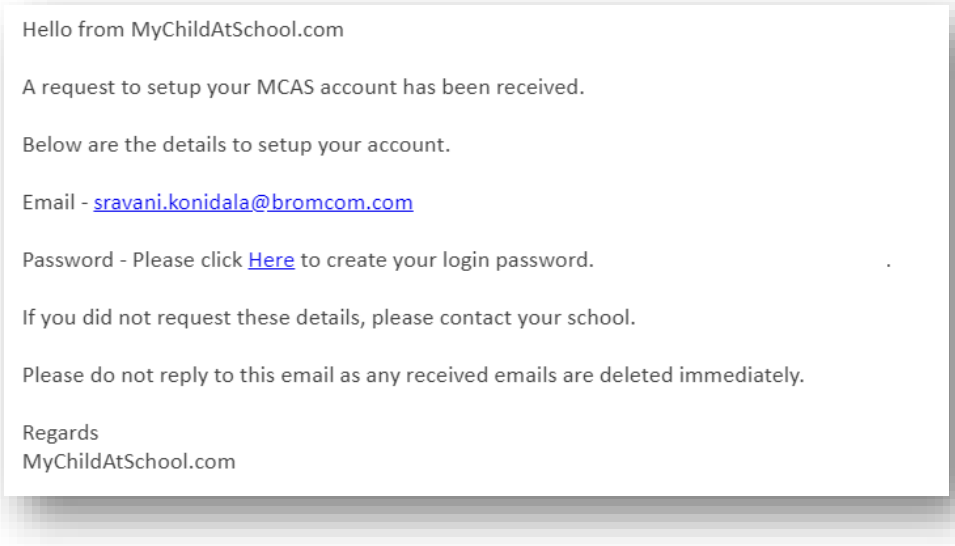
- Forgotten **Email Address**? - Contact your school who will be able to help.
- Forgotten **Password**? - Follow the instructions in How to reset your MCAS Password in this guide.

New Parent Accounts

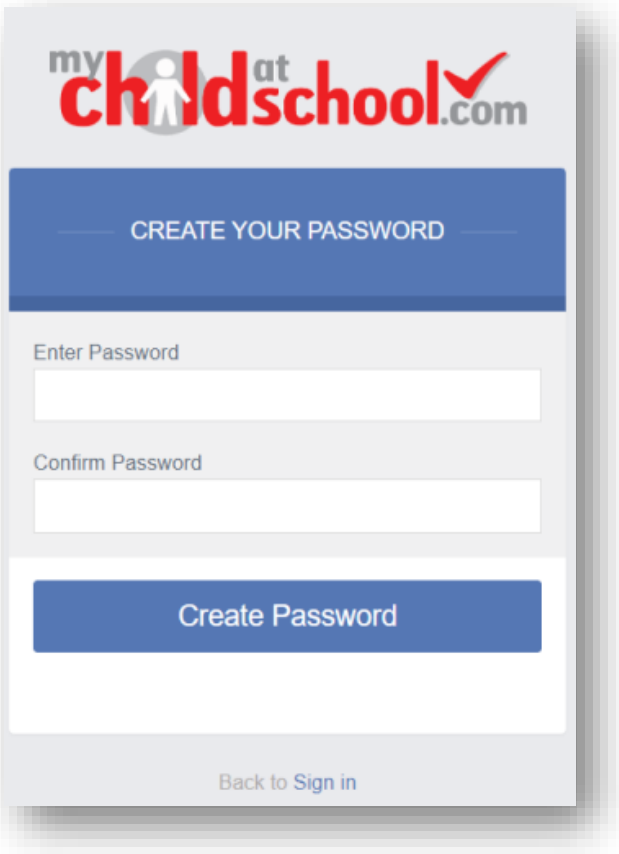
The **MCAS Login** process allows parents to log into the **MCAS** online portal using their **Email Address** and **Password**. Parents can view multiple **Student MCAS** accounts in one place.

- Schools also have the function to enable self-sign for parents see How to Use Self Sign Up for MCAS Accounts
- Parents who already have an MCAS account will not need to click the link in the email, the new student will appear automatically.
- Parents will receive an email from their school with a link to the **Parent Login** screen.
- Parents will click **Here** in the email to open the **CREATE YOUR PASSWORD** screen

Below is an **example email** sent to a parent.



- Parents will **Enter Password** and **Confirm Password**.
- Parents will then click **Create Password**.



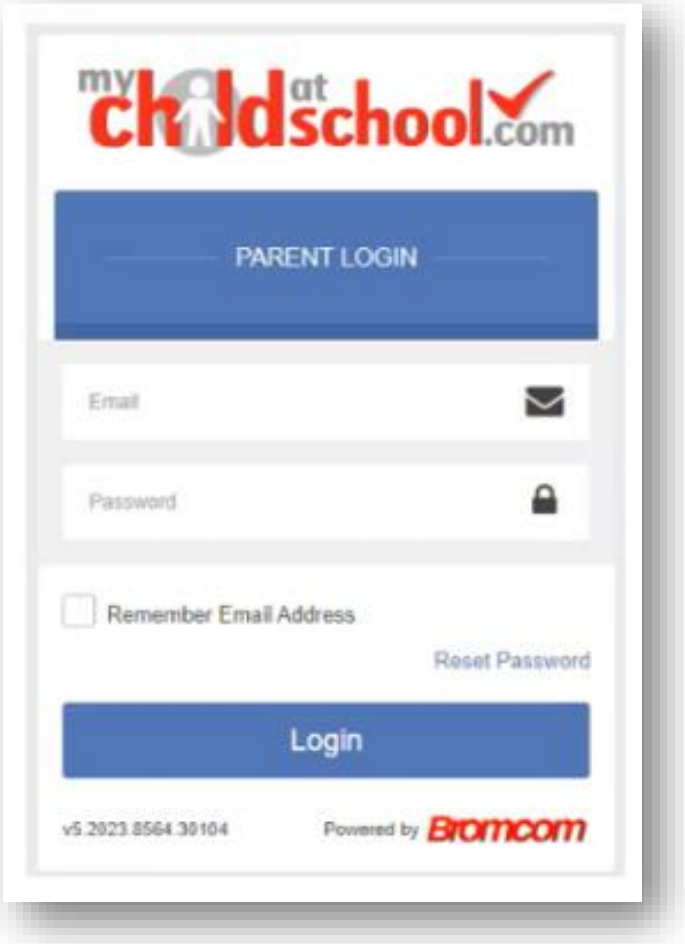
Desktop View

Login

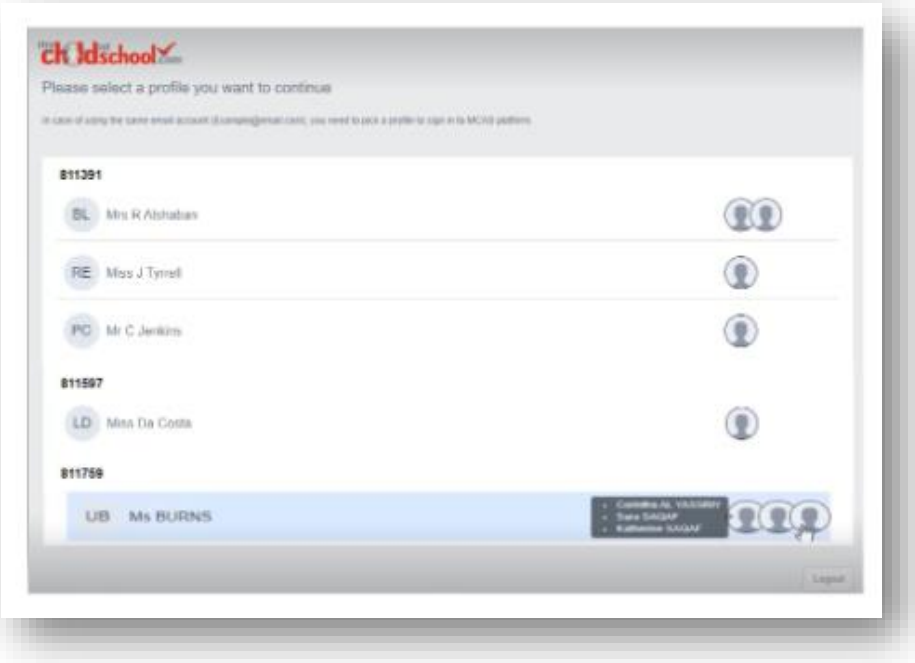
- From within the web browser type **www.mychildatschool.com**
- This will open the **PARENT LOGIN** screen.
- Enter your **Email Address** and **Password**. Use the **Email Address** registered to the **MCAS** account and the **Password** to **Login**.
- Click on the **Login** button.

  This **Login** will login to see all **Students** linked to that **Email Address**.

Note: Parents should contact the School if they receive the message **Incorrect Email Address or Password**.



- If parents have **more than one Profile** using the **same Email Address**, a popup will appear, select the **Profile** they wish to use to continue to the **Dashboard**.
- Students associated with each **Profile** are displayed on the right-hand side. **Note**: Hover over the student icons on the right hand side to see the student's names associated with each **Profile**.

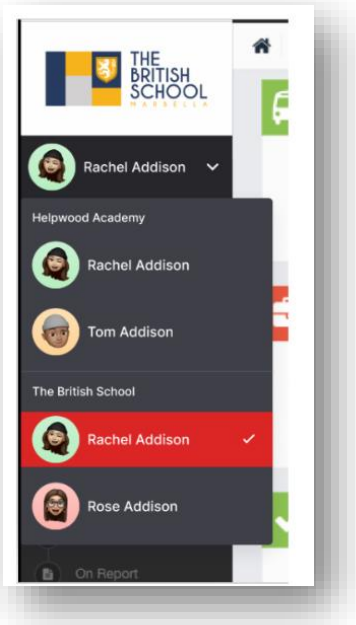


The **Dashboard** will open for the chosen **Profile.**

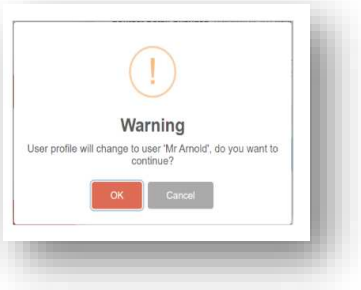
The MCAS dashboard

The **MCAS Dashboard** allows parents to view multiple **Student MCAS** accounts in one place.

- All **Students** linked to a parent account will appear in the top left dropdown in the **Dashboard** with **School** and **Student Name**. This dropdown allows parents to switch between different **Student** accounts.
- For the MCAS Desktop view in the example image below this shows the selected **Student** in Red.

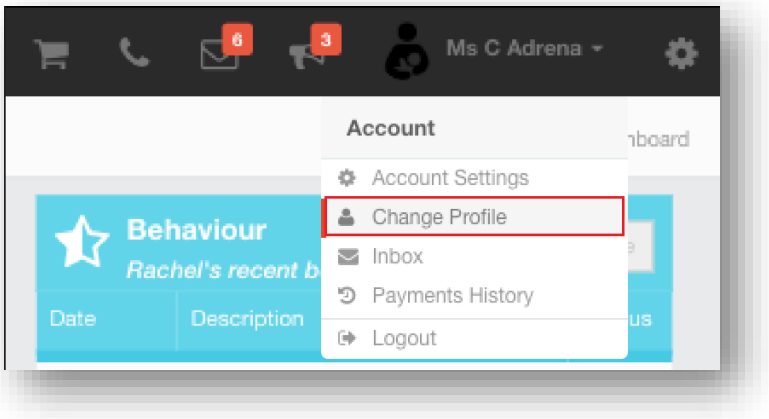


Note: Parents will see **Students** who are viewed by a different **Profile** who share the same **Email Address**. If parents click on those **Students,** they will get a message **In order to view the profile, select the relevant profile**.

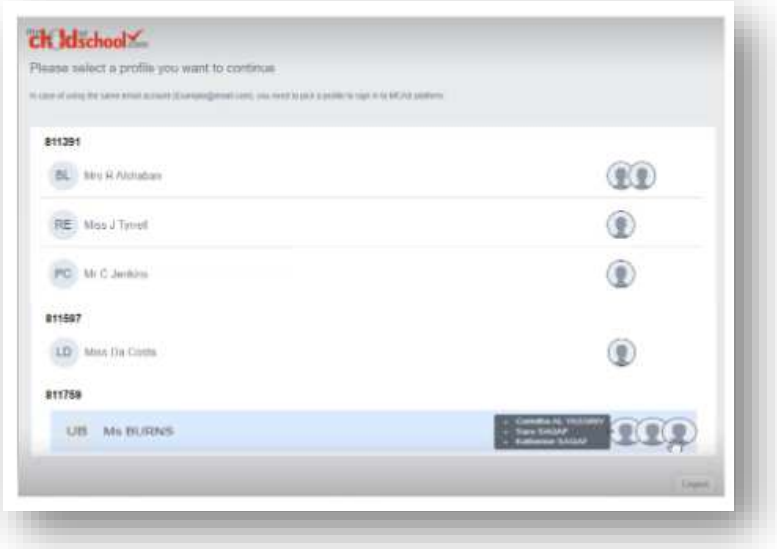


How to change profile

Click on **Account** in the top left-hand corner of the online parent portal and select **Change Profile** from the dropdown menu to change **Profile**.

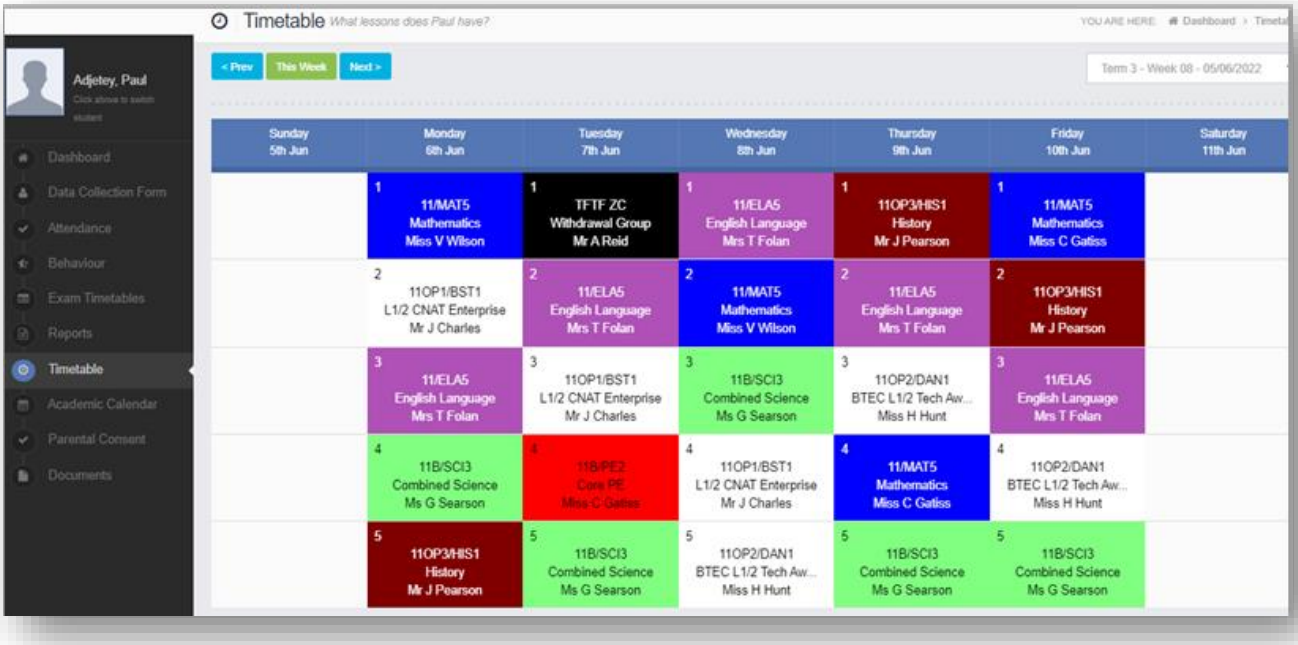


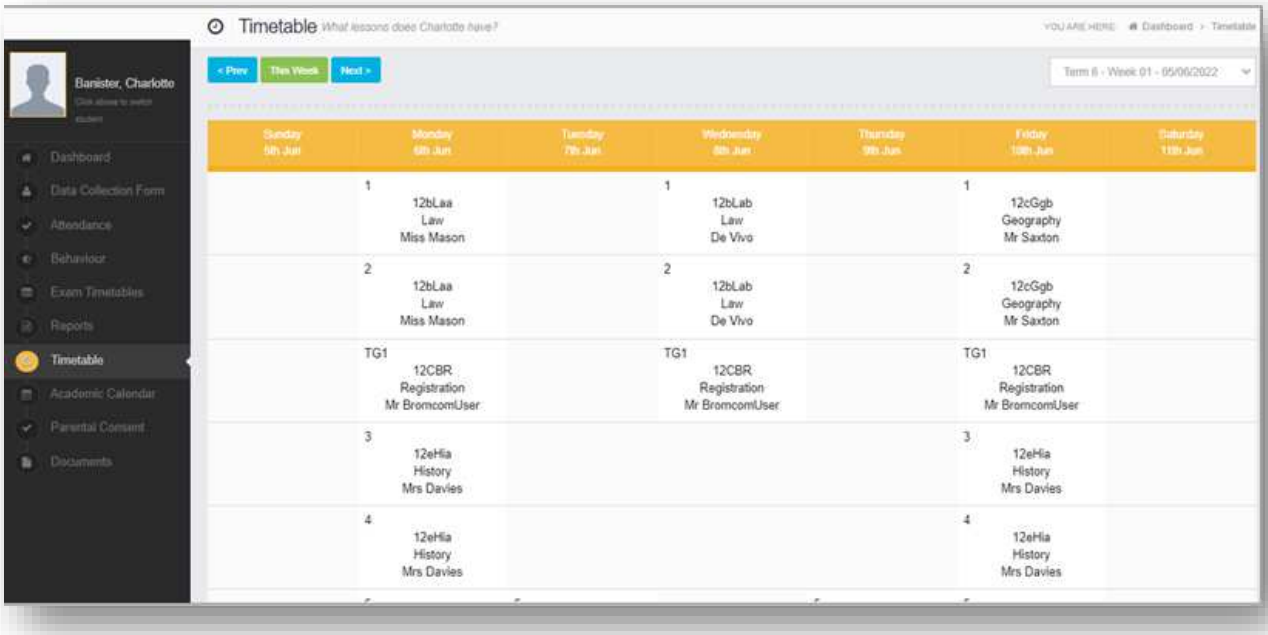
The **Profile** popup opens, select a **Profile,** and click **Change Profile**



How to toggle between student accounts

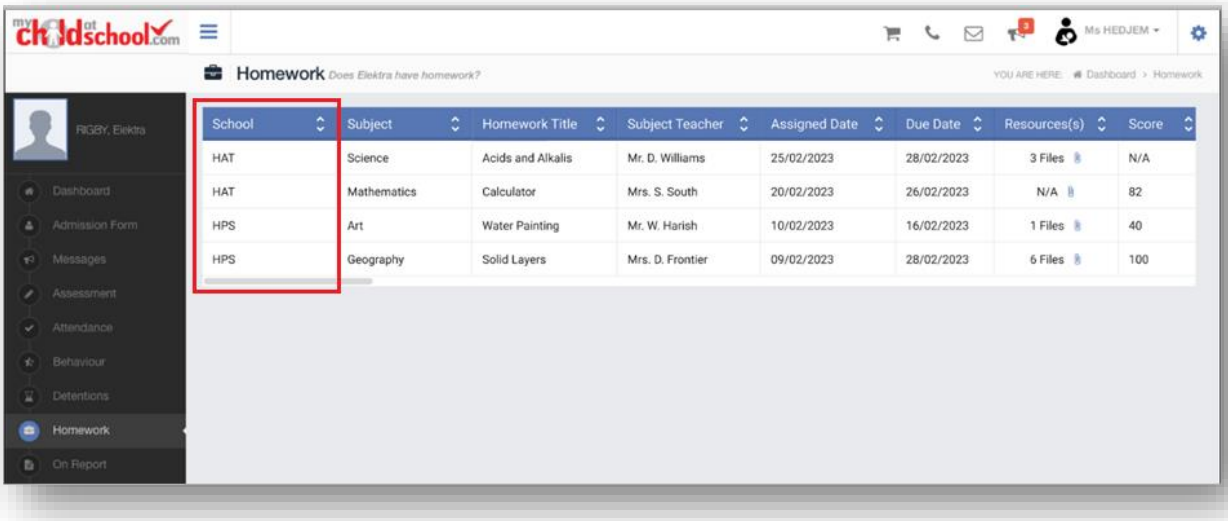
Parents can toggle between different **Students** when viewing a page from the panel on the left-hand side. Click on **Timetable** (for example) in the left-hand panel and then toggle between **Students** using the **Student Name** dropdown to switch between **Timetables** for each **Student**.
The pages for each **Student** will retain the colour coding set up by their school.





Students attending multiple schools

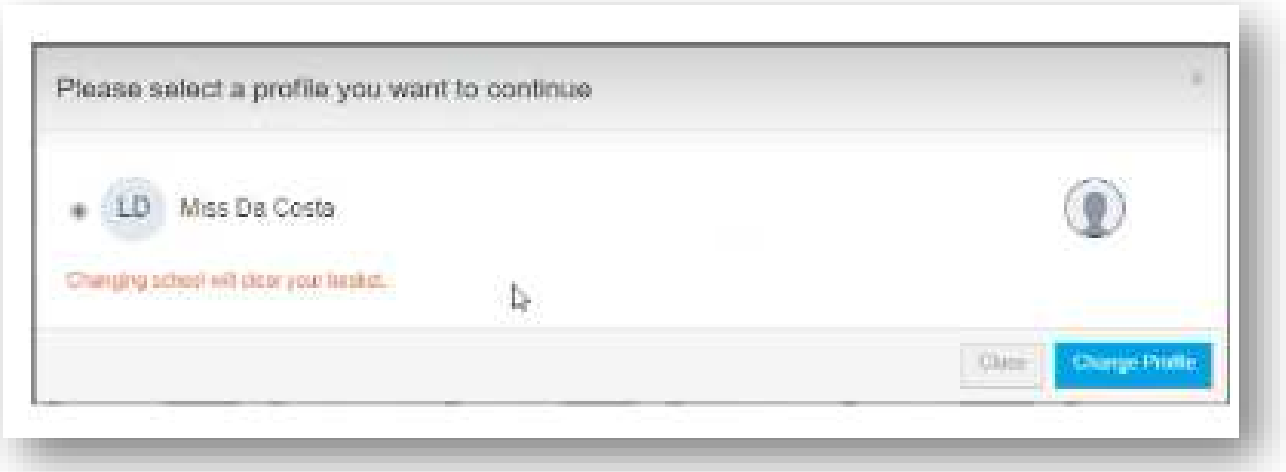
If a **Student** attends multiple schools - the **Homework**, **Exams** (Results and Timetables) and **Timetable** pages will show the data for all schools merged together.



Shopping basket

If there are any items in the **Shopping Basket** and a parent switches to a student who attends a **different** school using the dropdown in the **Dashboard**, a message will appear **'Changing school will clear your basket**. **Do you wish to continue?**'.

Web Message

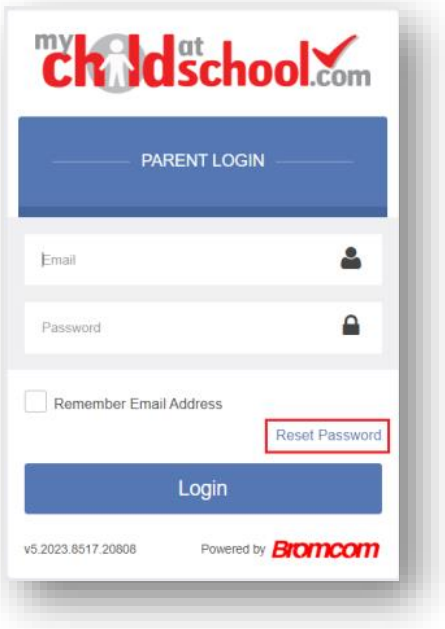


How to reset your MCAS password

The following process shows parents how to reset the password for their **MCAS** account

- From within the web browser type **www.mychildatschool.com** or access the **MyChildAtSchool** mobile phone app, this will open the **Parent Login** screen.

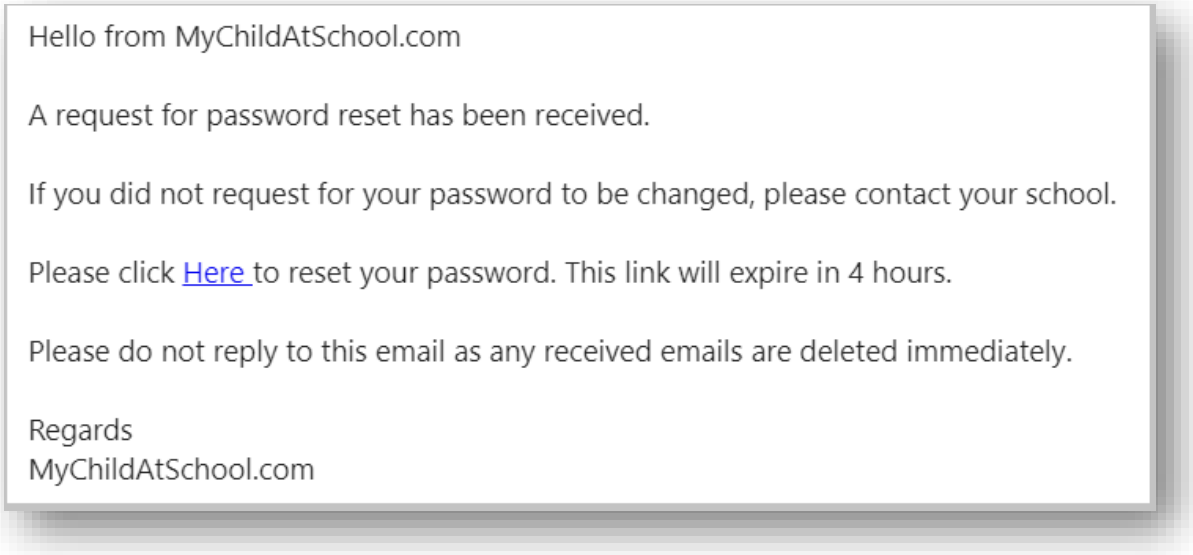
- Click on the **Reset Password** link.



Parents will be asked to **Reset Your Password**.

- Enter the **Email Address**, this will be the **Email Address** that the school uses to contact the parent.
- Tick the **reCAPTCHA** box.
- Click on the **Send reset email** button.

Parents will receive an **Email** containing a **Reset Password** link.



Click on the **Here** link in the email to reset the **Password**.

Parents will then be asked to **Reset your Password** of at least eight characters.

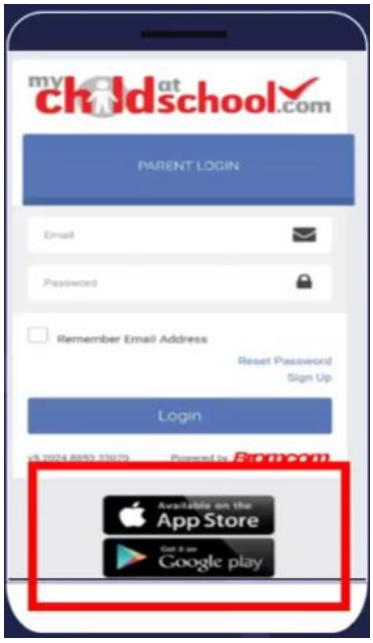
- **Enter Password**.
- **Confirm Password**.
- Click the **Update Password** button.

Parents will now be able to **Login** using their **Email Address** and new **Password**.

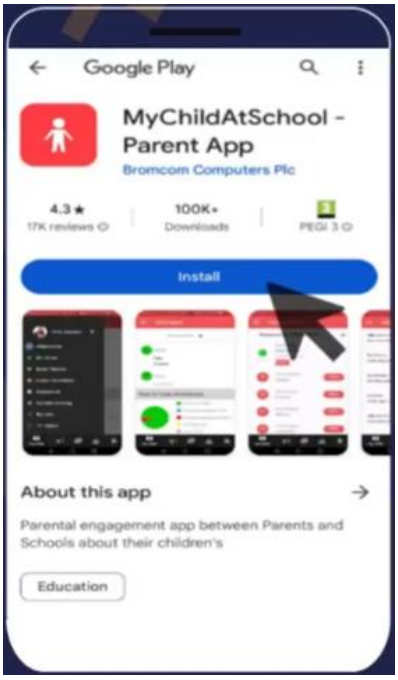
MCAS App

Install the App

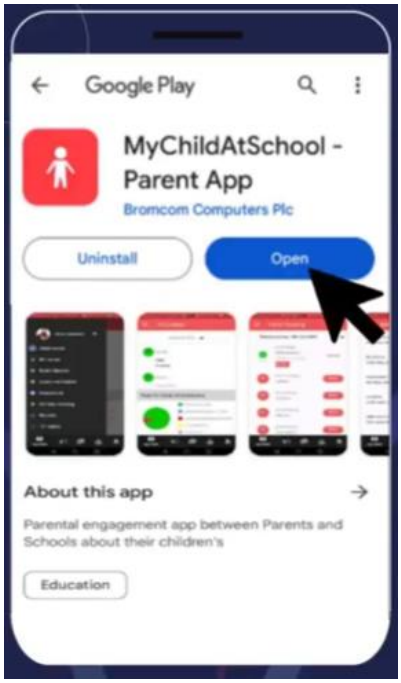
When logging in either from an invitation email sent from your school for new accounts or from **www.mychildatschool.com** for existing accounts parent then have the option to **install the MCAS Parent App** either from the **App Store** or **Google Play** depending on what type of mobile device have.



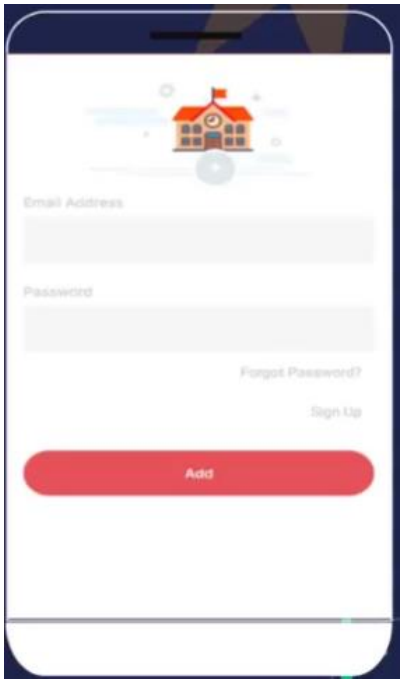
When you access either the **App Store** or **Google Play** you will see a screen that looks something like the example below;

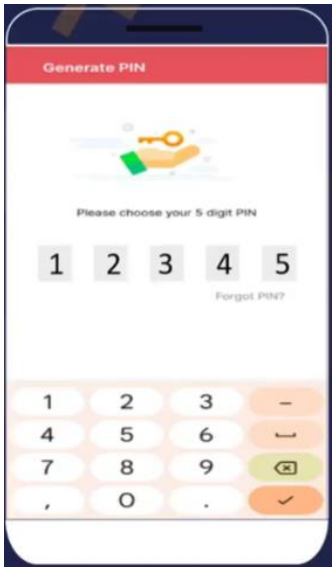


Click **Install** then once the application has installed you can click **Open.** Please be aware users will need to enable notifications on mobile phones when they install the app to get notifications for important messages from their school.



This will take you to the **login screen**, here you can enter your **Email Address**, **Password** and click **Add.**





From here you will be asked to **set your 5 digit pin** and **tick** to confirm.

Navigation

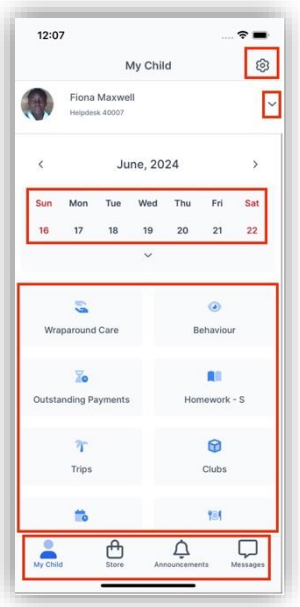
When a parent loads the new MCAS Parent App on a mobile device they will first see the new **My Child** central dashboard for their child. The dashboard contains the following features:

- **Settings** button – Account Settings, Privacy and Security, Financial Payment Methods, Financial Order History, and School Contact Information.
- **Student account** dropdown – switch to another student account.
- **Weekly calendar** with **Attendance** information by day.
- Access to the modules (e.g., Behaviour, Homework).

Banner

The banner along the bottom contains the following further options;

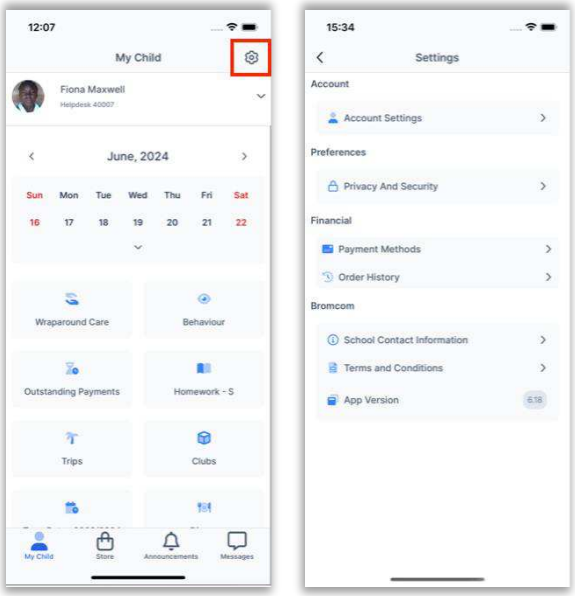
- **Store** – Displays school products that can be purchased online.
- **Announcements** – Displays announcements from the school.
- **Messages –** Displays messages from the school.



My Child > Settings

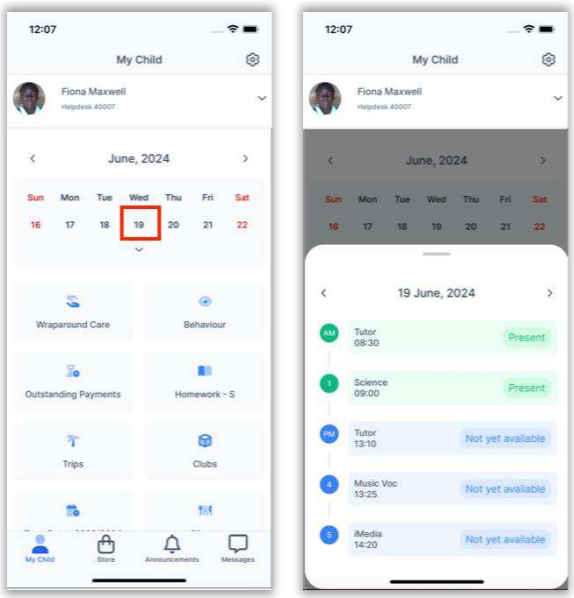
Clicking on the **Settings** cog, users will be able to access the following screen:

- **Account Settings** – change profile and log in to another account.
- **Privacy and Security** – change Pin and Password.
- **Financial Payment Methods**.
- **Financial Order History** - order transactions.



My Child > Calendar

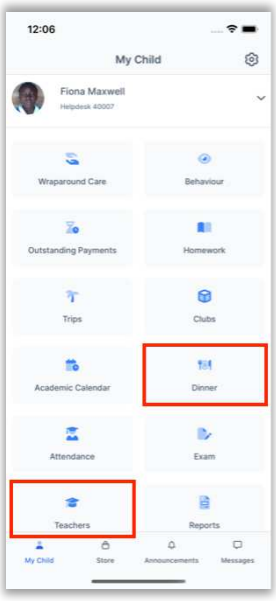
Clicking on a date in the calendar, users can see the student's **Attendance** information by day. Clicking on the arrows will display the previous or next day.



My Child > Modules

Scroll down in the **My Child** dashboard to see the different modules available to the parents.

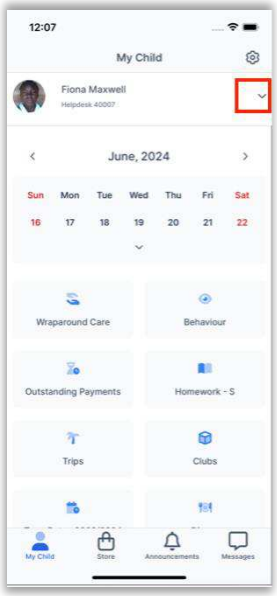
- **New**: Parents will go to the **Dinner** module to **Add Dinner Money**.
- **New**: The **Teachers** module enables parents to message their child's teachers.

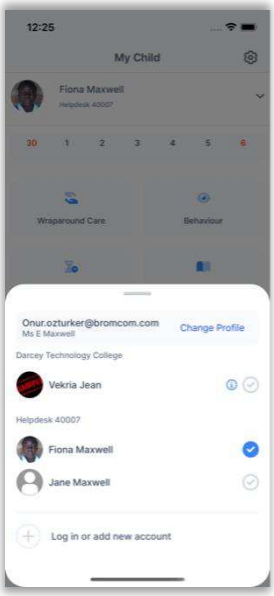


Switch to another student account

- On the **My Child** dashboard, click on the dropdown arrow next to the student's name.
- Select the student account you would like to switch to.

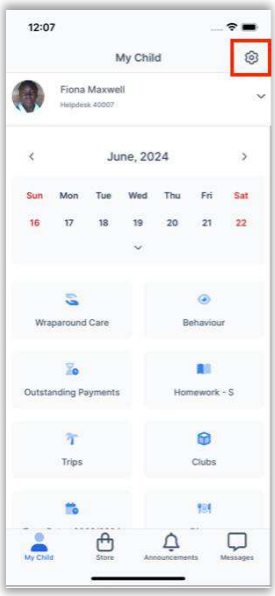
Note: If you select **Change Profile** - this will take you to the **My Child > Settings > Account Settings** screen where you can change Profiles.

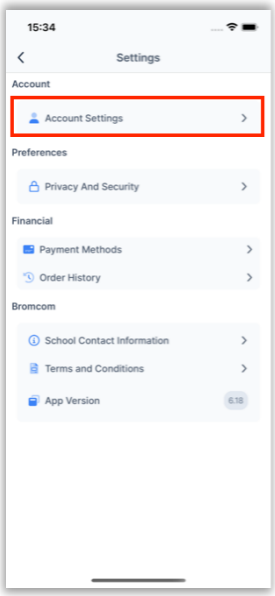
1. 

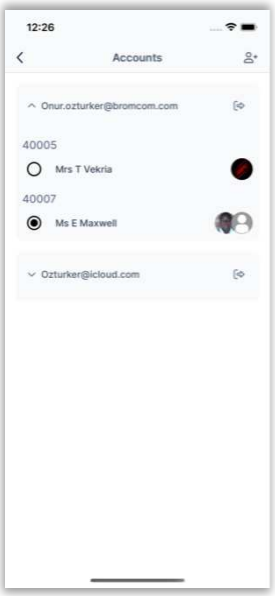
2. 

Change Profile

- On the **My Child** dashboard, go to **Settings**.
- Go to **Account Settings**.
- Select the user **Profile**, under the correct email address, that you would like to use.

1. 

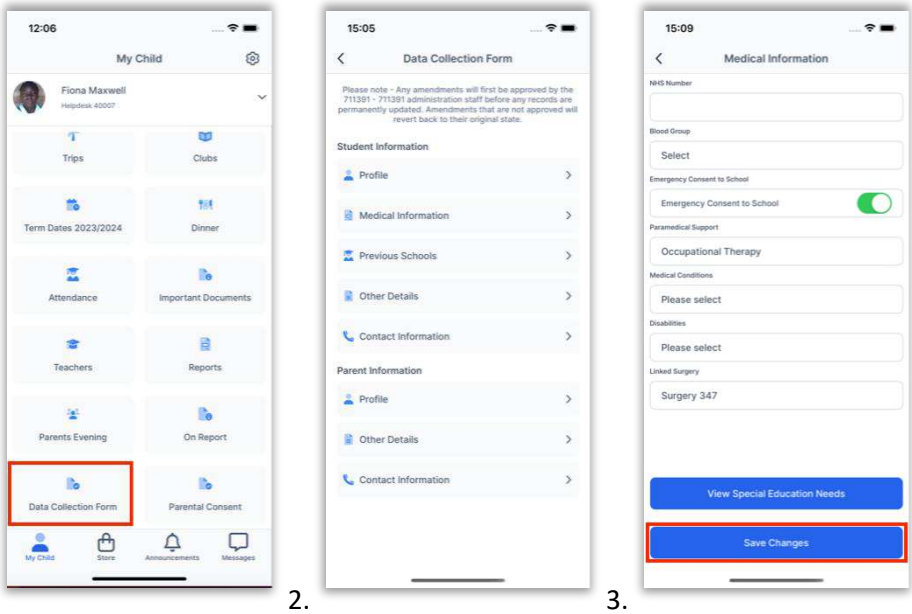
2. 

3. 

Update the Data Collection Form

- On the **My Child** dashboard, go to the **Data Collection Form** module.
- Make amendments to the relevant sections.

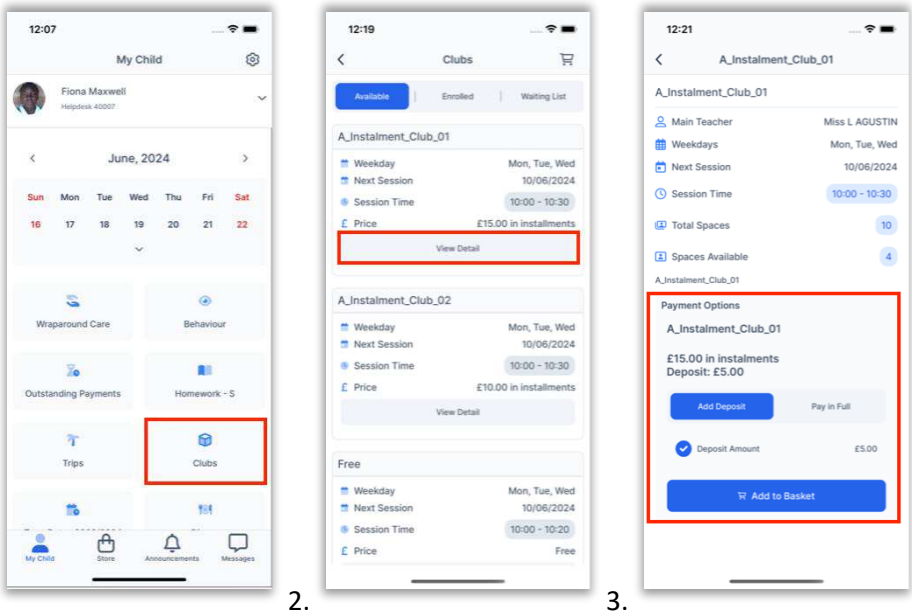
- After all changes have been made, make sure to click **Save** Changes.



1. 2. 3.

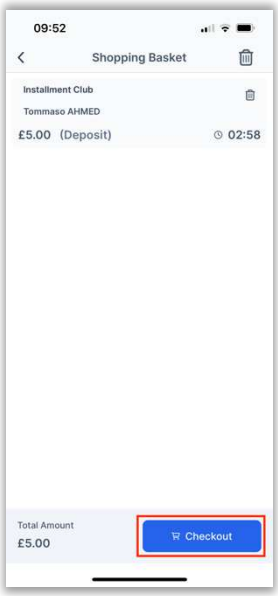
Enrol in a paid Club, Trip or for Wraparound Care

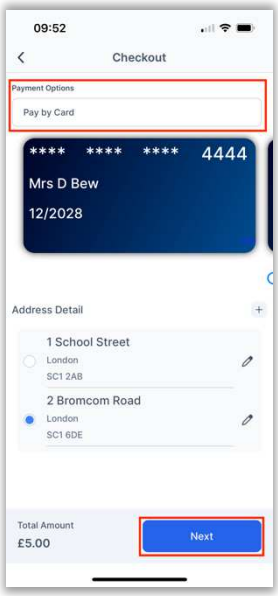
- On the **My Child** dashboard, go to the **Club/Trip/Wraparound Care** module.
- Click the **View Detail** button for the Club/Trip/Wraparound Care you wish to pay for.
- Select the **Payment Option**, if there any available, followed by **Add to Basket**.

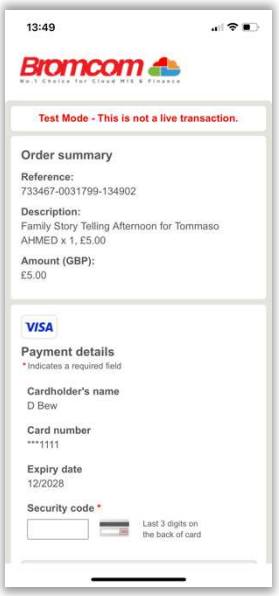


1. 2. 3.

- Once it has been added to the **Basket**, you will be taken automatically to the **Shopping Basket** screen where you can click **Checkout**.
- Select a **Payment Option** from the dropdown and click **Next**.
- This will take you to the Bromcom **Order Summary** screen to complete payment.

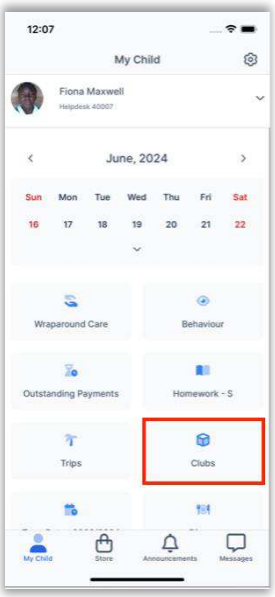
4. 

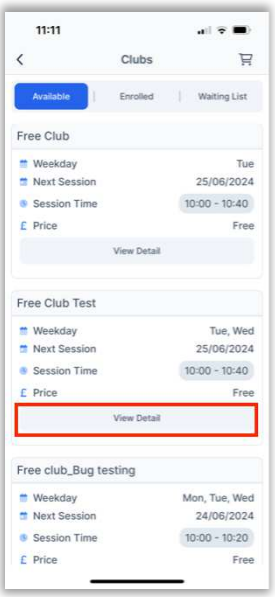
5. 

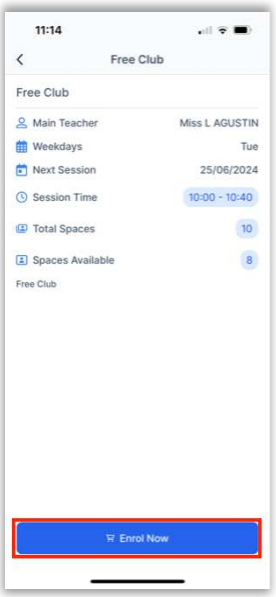
6. 

Enrol in a free Club

- On the **My Child** dashboard, go to the **Clubs** module.
- Click the **View Detail** button for the free Club you wish to enrol in.
- If there are spaces available, you will be able to click **Enrol Now**.

1. 

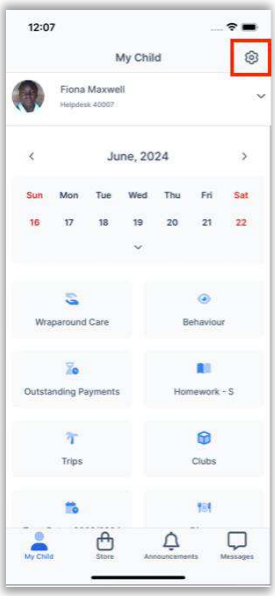
2. 

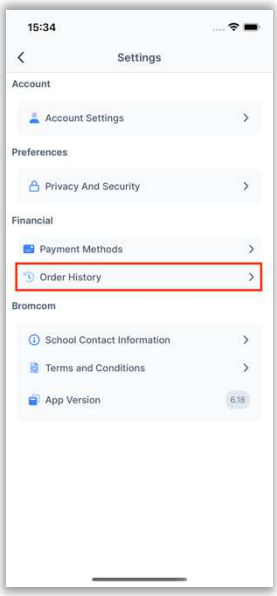
3. 

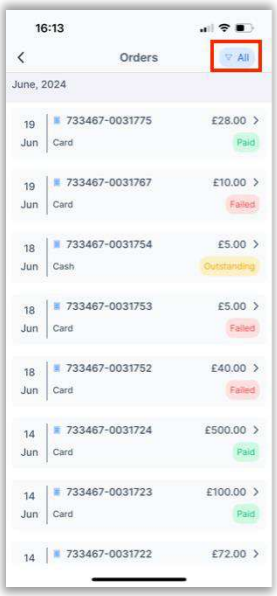
View transaction history

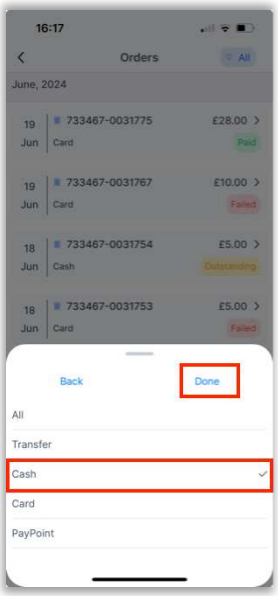
- On the **My Child** dashboard screen, go to **Settings**.
- Go to **Financial > Order History**.
- Click the **Filter** icon to filter to view one payment method at a time.

- Select the payment method you would like to filter and click **Done**.
  Note: Go to My Child > Settings > Payment Methods > My Cards to see the last five transactions. Clicking on See All will take you to the Order History screen mentioned above.

1. 

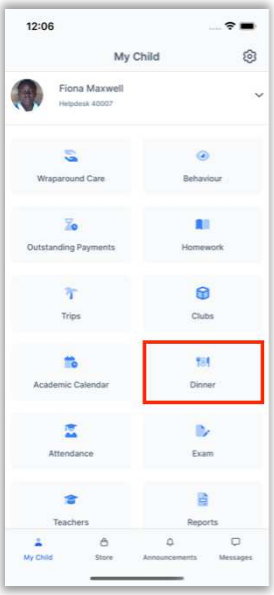
2. 

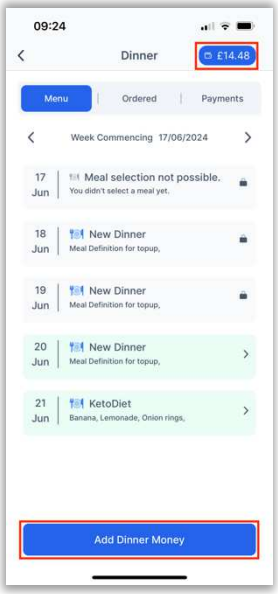
3. 

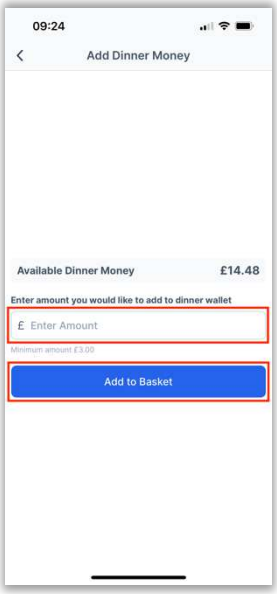
4. 

View and add Dinner money

- On the **My Child** dashboard, go to the **Dinner** module.
- The blue wallet at the top of the Dinner screen displays the available dinner money balance. Click on the **Add Dinner Money** button.
- Enter the amount you would like to add to the dinner wallet and click **Add to Basket**.

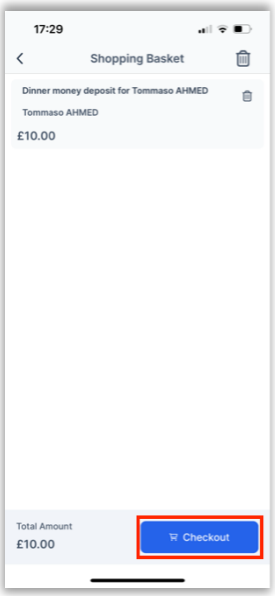
1. 

2. 

3. 

- Once you have added it to the **Basket**, you will be taken automatically to the **Shopping Basket** screen where you can click **Checkout**.
- Select a **Payment Option** from the dropdown and click **Next**.

- This will take you to the Bromcom **Order Summary** screen to complete payment.



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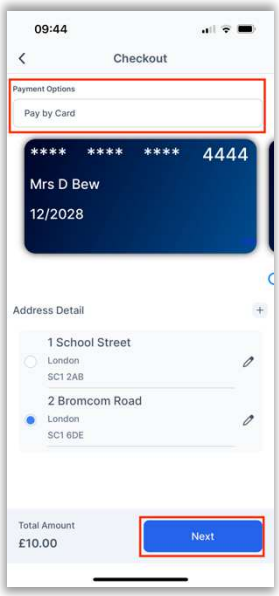

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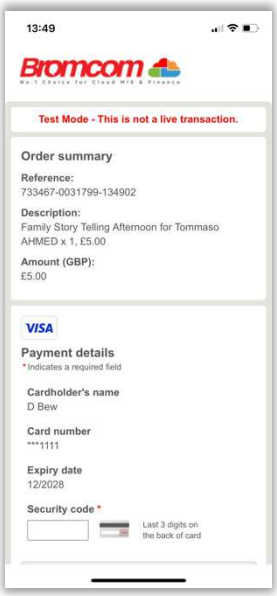
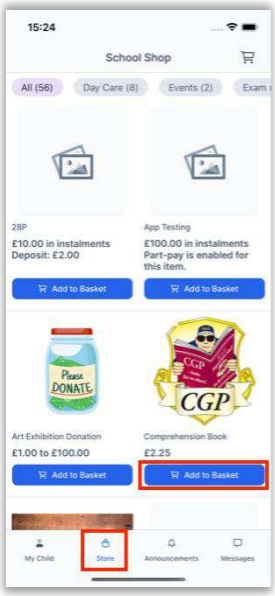


6.

Store

- Go to **Store** in the banner. Click **Add to Basket** against the item you would like to purchase.
- Complete any payment options and select any sizing if relevant and click **Add to Basket**.
- Once you have finished adding items from the Store to the Basket, click on the **Basket icon**.



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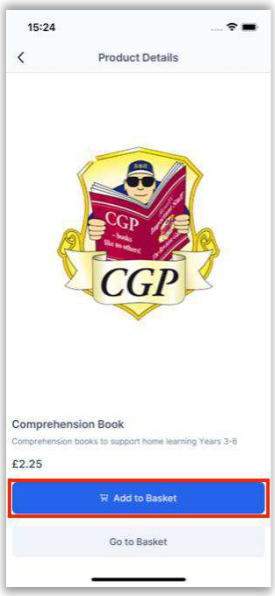

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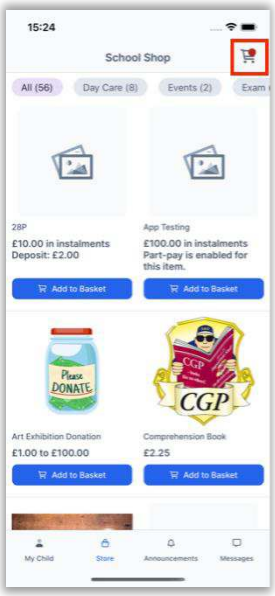
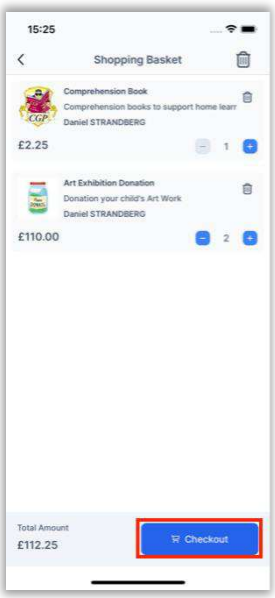


3.

- On the **Shopping Basket** screen, click **Checkout**.
- Select a **Payment Option** from the dropdown and click **Next**.
- This will take you to the Bromcom **Order Summary** screen to complete payment.



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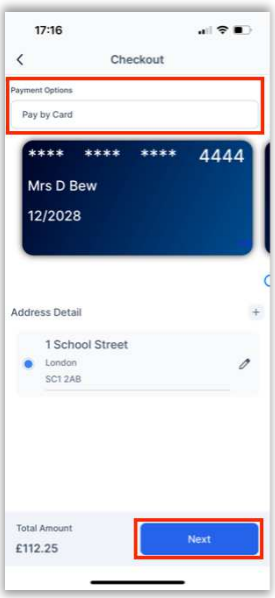

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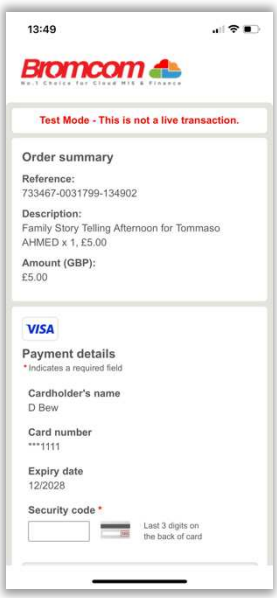
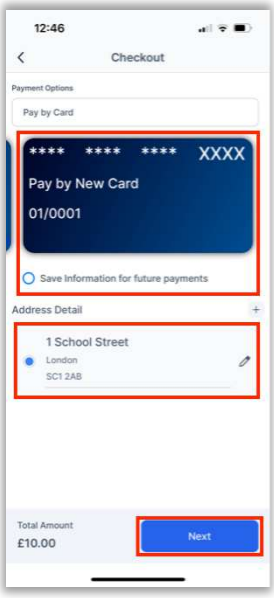


6.

Add a new card for online payments

- When making an online purchase on the Checkout screen, choose **Pay by New Card** (you may need to swipe past saved cards to see this option). Tick **Save information for future payments** to save this card. Select from the list of saved addresses. Click **Next**.
- This will take you to the Bromcom **Order Summary** screen to complete payment.



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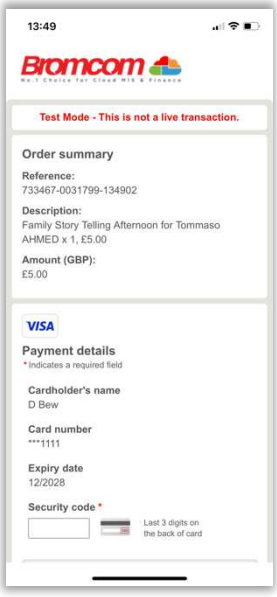
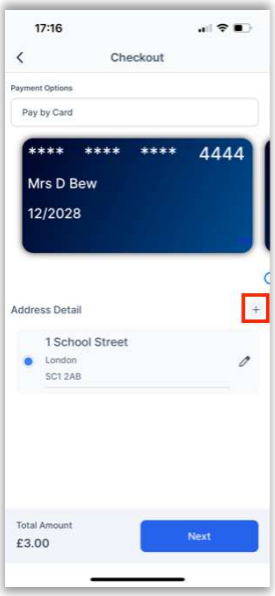
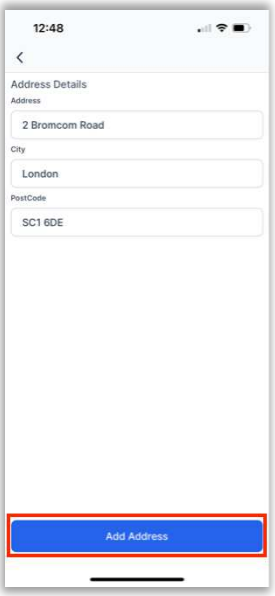


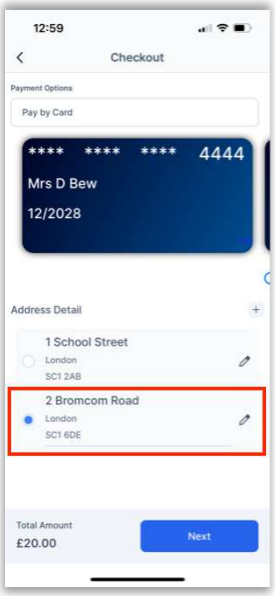
2.

Add a new address to a payment card

- When making an online purchase on the Checkout screen, simply click **+**.
- Enter the new **Address Details** and click **Add Address**.
- The new address will automatically be selected for the selected card.

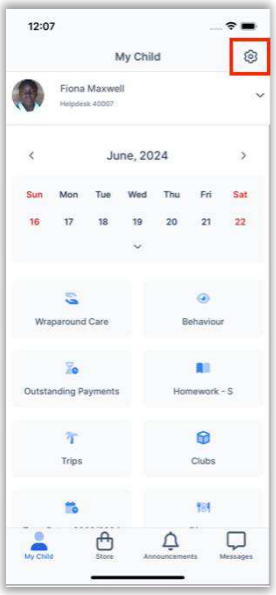
1. 

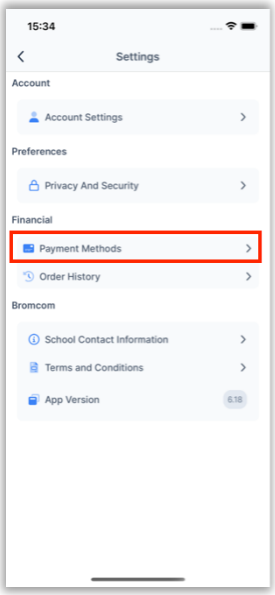
2. 

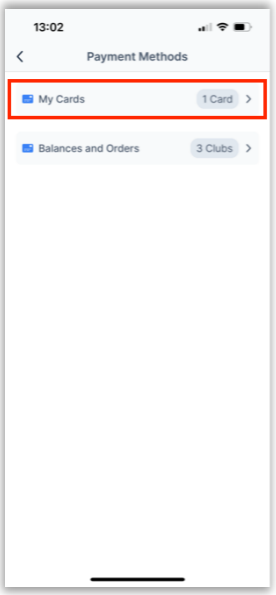
3. 

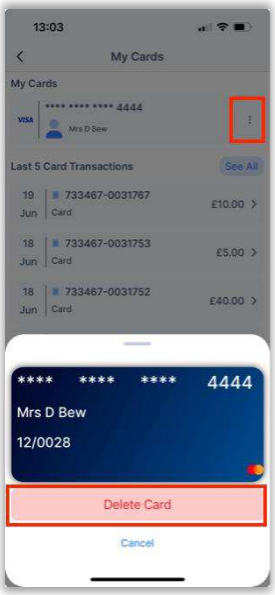
Delete a payment card

- On the **My Child** dashboard screen, go to **Settings**.
- Go to **Financial > Payment Methods**.
- Go to **My Cards**.
- Click on the **three dots** next to the card you would like to delete and click **Delete Card**. The deleted card will be removed from the card Payment Options.

1. 

2. 

3. 

4. 

This is the end of this guide.
For more information on **MCAS** click on this link.